



Training Agenda

November 15, 2016
8:00 – 12:00
WCH Conference Center

Objectives:

1. Discuss the 'second victim' phenomenon.
2. Describe the various stages of second victim recovery.
3. Recognize high-risk clinical events, which could expose clinicians to the second victim phenomenon.
4. Summarize various interventional strategies to support clinicians experiencing the second victim phenomenon.

Time	Topics	Presenter
8:00-8:30 30 minutes	Welcome <ul style="list-style-type: none"> • Introductions • Course Overview • Resource Manual 	Sue Scott, PhD, RN
	Second Victim Story	Shamita Misra, MD
8:30-9:30 60 minutes	Second Victim Overview <ul style="list-style-type: none"> • Defining • Small group sharing • Stages of healing • Support strategies 	Sue Scott, PhD, RN
9:30-9:45 15 minutes	Break	
9:45-11:00 75 minutes	Skill Building <ul style="list-style-type: none"> • Critical conversations • Stress reaction • Peer support encounter • Peer support vignette • Group briefings 	Kelly Butler, LPC, MA-Counseling Laura Hirschinger, RN, MSN
11:00-11:15 15 minutes	Lessons Learned <ul style="list-style-type: none"> • For YOU Overview/Outcomes 	Staci Walters, RN, MSN
11:15-11:45 30 minutes	Special Considerations <ul style="list-style-type: none"> • Patient Safety Work Product/Protections • Q & A with a peer supporter • An Introduction of Team Infrastructure, Etc. 	Staci Walters, RN, MSN
11:45-12:00 15 minutes	EVALUATIONS/Agreement of Understanding/Team Picture	Sue Scott, PhD, RN